



# Joanna Rose C. Arcillas

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## Personal Objective

High performing individual seeking for an opportunity to work in a collaborative and engaging environment and apply extensive knowledge and skills in a any progressive position within your organization

## Educational Background

### Bachelor of Science in Industrial Technology

Laguna State Polytechnic University- San Pablo City  
2012 - 2016

## Related Work Experience

### Customer Service Agent

Sagility

7F Plaza E Northgate Cyberzone, Filinvest Corporate City  
Alabang, Muntinlupa, Metro Manila, Philippines

May 2021 - Present

- Communicates with customers through inbound/outbound calls and email channels about their health/dental coverage
  - Identify customer needs through active listening, exercising emotional intelligence and asking follow up questions
  - Uses the provided knowledgebase to research answers to customer inquiries and respond to customers with timely, accurate information
  - Documents customer needs, interactions and outcomes in the appropriate tool or system
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- Customer Service Skills
  - Oral/Written Communication and Interpersonal Skills
  - Proficient on using Microsoft Word and Excel

## Related Skills/Competencies

## Reference/s

### Catherine Tubil

Team Manager  
Hinduja Global Solutions  
Cell: +926 3234 187

### Francis Ivor Millar

Sr. Operations Representative  
Capital One Philippines  
Cell: +919 0080 503